Maintenance Brochure

UPS Maintenance

Maintenance is something we take very seriously at Secure Power as we believe that a company is judged more on there after care service than at any other point in the sales process. On all Maintenance contracts as standard we provide a 24/7 technical helpline number should any problems arise you can just give us a call.

All continuity plans should include power protection. The maintenance of your UPS and other protection equipment is essential, because if a problem should occur, you need to be able to relay on your continuity plans. We can achieve this through a number of different methods and contracts. Our contracts, depending on their service level can include the following.

- 24/7 365 Emergency Callout Number
- UPS Technical Support
- Firmware Upgrades
- Preventative Maintenance
- Labour & Part Cover
- Emergency Response

The response time for any contract is between 4-12 working hours. The higher the level of cover you take out with us, the quicker the response time will be. Should you have very specific needs, whether it is with emergency response or the number of health checks we carry out, we also offer a tailored package that can be built around your requirements.

A full report will be produced and given to the client with any pending issues outlined.

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UPS and Generators need to be maintained for them to keep their functionality and reliability, a UPS typically can work continuously for 8760 hours per annum. When looking at it this way, a pre-planned maintenance schedule (PPM) should be an essential part of your power protection plan.

Our philosophy when maintaining equipment is to tailor the contract around our client, as each customer has their own needs, depending on their line of business. DC Power Systems & Generator Maintenance are also available, if you cannot see what you are looking for then please don't hesitate to contact us.

Should your maintenance requirements be focused on the protection of your generator, we offer special cover for generators here.

Common Questions

Why maintain my UPS?

Maintaining your UPS is crucial to it working efficiently when it is needed the most. The reason you purchase a UPS is to ensure there is no downtime or loss of data. If your UPS or other power protection equipment isn't maintained, it can lead to problems. Also by not maintaining your UPS, it can not only stop it being as effective, but also shorten its lifespan.

What happens if the UPS fails?

A lack of maintenance in rare circumstances can mean that your UPS fails to do it's job. This isn't down to the quality of the UPS, all UPS need some form of check every so often. If a UPS did fail when needed, it can be catastrophic. It can lead to downtime, or even loss of valuable data.

Why test the batteries?

Batteries typically have a lifespan of 3-10 years depending on the manufacturer. The batteries we provide are 10 year batteries, but this still means they need checking. If the batteries fail, or have a low capacity, it lowers the effectiveness of the UPS.

Does my Generator need testing?

Your generator will remain on standby when not needed. The only way to make sure it will respond when needed is by testing it. Regular servicing doesn't only ensure it turns on when needed, but also keeps the generator healthy, efficient and prolongs its life.

Maintenance sounds expensive...

Maintenance doesn't have to be expensive. We can provide one off health checks to ensure that your power protection equipment is running smoothly. However we recommend maintenance contacts, as the work is carried out on a regular basis, keeping the UPS & Generator in full working order.

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Generator Maintenance

- Regular Scheduled Visits
- Flexible
- Vital Health Check
- Integral Fuel Tank
- Bund Leak Alarm

Secure Power Supplies, Installs and Maintains Generator sets from 2kVA to 3000kVA through out the UK. We have excellent relationships with quality manufacturers in which we are able to tailor any solution to suit your application and at a very competitive price.

Secure Power are very flexible with our approach, our goal is to make it as easy as possible for the client to have the perfect solution for their application.

Like with all our maintenance services, fliexiblity is key and the clients needs come first. Every visit is arranged around a time and date that suits you, and you will be notified well in advance when a visit is due.

Simply having a Generator as part of your Power Protection plan often isn't enough, Generators need regular attention and maintenance to ensure they are in good health. If the unthinkable happened and your Generator failed, it can be catastrophic and dramatically effect your backup plan.

Each Generator Maintenance plan provided by Secure Power has scheduled visits, to ensure that the health of your generator is as it should be. These checks also ensure that functionality and performance has at optimum levels, should you require the backup power at any point. Failure to do so can lead to the Generator not performing as it should when called upon.

With all our packages we also carry out regular fuel checks on the Generators with every site visit.

Remote Monitoring

Here at Secure Power we aim to make maintaining your Secure Power UPS & Generator as easy as possible and what could be easier than letting us remote monitor your whole UPS or Generator 24/7 365 Days a year, so should the unlikely event happen that you do have a problem we will be the first people to know and sort it out straight away before it effects your business.

Our remote monitoring service has a number of key features, and will notify you should any problems occur. This unique service in the power management industry, means that should you have a fault or problem you can act quickly to ensure that the UPS is back up and running instantly. Fault reports ensure that both ourselves and you understand what the problem is. This ensures the problem is fixed first time, saving additional site visits.

However, it doesn't only monitor for the UPS going wrong. It will tell you when the UPS has been active. This is great additional knowledge for your IT department, as they can see when the UPS has been used. If a UPS works correctly, it is often hard to notice when it has been protecting you and your equipment.

Below are a few of the reasons you should consider remote monitoring.

- 24/7 Remote Monitoring of UPS or Generator
- Live Load Monitoring
- Instant Fault Reports
- Ongoing Fuel and Battery Monitoring
- Temperature checks of the UPS and Generator
- Remote Generator Startup
- Monthly Reporting
- Complete remote management

Our Remote Monitoring service makes managing your power protection easier than ever before. No more physically testing UPS or generators, you can instantly see how they are preforming through numerous live reports and also a final monthly report. The monthly report is a great way of analysing power sags, power spikes, surges or even power outages,

The temperature check is a great function for our clients who pay little attention to the UPS or generator once it has been setup. Overheating can be a problem with any equipment, so it is essential that tmeperature is monitored and this a the best way of doing it. It also gives us the information so that we can aid you and advise, so that the life of your UPS is prolonged.

Remote generator startup is advertised by very few businesses in the power protection industry, and we feel it is an essential part of any remote monitoring package. This allows us to test the Generator without physcially turning the unit on. This obviously has huge advantages, especially for clients with multiple sites.

The remote monitoring service is the ideal solution for large companies with multiple sites. Instead of regular site visits, you can monitor the activity for the comfort of your own desk.

Maintenance Packages

Silver Cover	Silver Lite	Silver Standard	Silver Plus
Response Time	12 Hours	12 Hours	12 Hours
24/7 Emergency Callout Number	✓	✓	✓
UPS Technical Support	✓	✓	✓
Firmware Upgrades	✓	✓	✓
Emergency Response	✓	✓	✓
Preventative Maintenance	✗	✓	✓
Preventative Maintenance (inc. Labour)	✗	✓	✓
Replacement Parts (value upto £200, excludes Batteries and Transformers)	✗	✗	✓

Gold Cover	Gold Lite	Gold Standard	Gold Plus
Response Time	8 Hours	8 Hours	8 Hours
24/7 Emergency Callout Number	✓	✓	✓
UPS Technical Support	✓	✓	✓
Firmware Upgrades	✓	✓	✓
Emergency Response	✓	✓	✓
Preventative Maintenance	✗	✓	✓
Preventative Maintenance (inc. Labour)	✗	✓	✓
Replacement Parts (value upto £200, excludes Batteries and Transformers)	✗	✗	✓

Platinum Cover	Platinum Lite	Platinum Standard	Platinum Plus
Response Time	4 Hours	4 Hours	4 Hours
24/7 Emergency Callout Number	✓	✓	✓
UPS Technical Support	✓	✓	✓
Firmware Upgrades	✓	✓	✓
Emergency Response	✓	✓	✓
Preventative Maintenance	✗	✓	✓
Preventative Maintenance (inc. Labour)	✗	✓	✓
Replacement Parts (value upto £200, excludes Batteries and Transformers)	✗	✗	✓

Generator Maintenance Packages

Level of Cover	Silver	Gold	Platinum
Response Time	Next Available Engineer	4 Hours	4 Hours
x1 Standard Service Visit	✓	✓	✓
x1 Major Service Visit	✓	✓	✓
Tech Support (Working Hrs)	✓	✓	✓
Emergency Response (Working Hrs)	✓	✓	✓
Tech Support (24/7)	✗	✓	✓
Emergency Response (24/7)	✗	✓	✓
Remote Monitoring	✗	✗	✓

Coverage	Generator Remote Monitoring (Platinum Only)
Weekly tests are carried out on the Following	
Low Fuel Check	✓
Common Fault Check	✓
Mains Supply Failure/Return	✓
Successful Test Run	✓

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